

POSITION DESCRIPTION

<u>JOB TITLE:</u> Arena Manager	<u>REVISION DATE:</u> October 2015
<u>REPORTS TO:</u> Clerk-Administrator	<u>STATUS:</u> Full Time
<u>DEPARTMENT:</u> Arena	<u>TYPE:</u> Hourly

PURPOSE OF POSITION:

The Arena Manager is responsible for the efficient operation and maintenance of the Village of Burk's Falls Arena while ensuring compliance with all applicable acts and regulations. In addition to the following duties the Manager also performs the duties of the Assistant Manager and Arena Operator.

RESPONSIBILITIES AND DUTIES:

I. Overseeing the daily operations of the Arena by:

- Scheduling staff to ensure that arena provides the level of service required;
- Performing ice maintenance as required and flooding ice for rentals
- Training, directing and supervising staff appropriately to ensure that work is completing in an effective manner consistent with applicable legislation;
- Ensuring that all staff conduct work safely and in accordance with the *Occupational Health and Safety Act*;
- Holding self and all staff accountable for completing their respective duties and adhering to municipal policies and procedures;
- Monitoring and evaluating the performance of staff;
- Preparing rental contracts and invoices
- Planning budgets, managing and controlling approved fiscal allocations;
- Representing the Village in meetings where specific knowledge may be of assistance;

II. Oversee public relations in regard to the services provided at the Arena by:

- Responding to public inquiries, addressing service complaints and preparing associated reports to Council;
- Managing customer experience related to their event from beginning to end;
- Ensuring that groups have access to all required materials during their use of the facility;
- Ensuring clients are properly invoiced for rental fees and handling any complaints;
- Acting as a shining example for staff in how to interact with clients.

III. Ensuring proper maintenance of the Arena by:

- Ensuring that the premises are kept tidy and clean including garbage and snow removal;

- Inspecting the premises daily and as required to ensure that equipment is operating within acceptable standards;
- Reporting to Council when equipment is not operating properly in a prompt fashion while ensuring that staff and the public are made aware of any concerns;
- Ensuring that proper maintenance procedures are followed in accordance with municipal and health and safety standards.

IV. Performing other associated duties, as assigned and required.

POSITION SPECIFICATIONS:

Education

Completion of High School, or the equivalent work related experience.

Licences

A valid driver's licence is required.
ORFA Basic Refrigeration Course

Experience

3-5 years' experience in an arena environment at a senior level.

Abilities/skills

Ability to work independently
Effective time management skills
Highly developed interpersonal skills
Superior problem-solving and critical thinking skills
Highly organized with a proven ability to delegate
Understanding of applicable standards especially health and safety

Judgement

Problems faced on the job are more complex. Decisions involve interpreting and analyzing different factors; guidelines and precedents are limited. Seldom are problems referred to someone else; may consult colleagues, sometimes refer recommendations for approval. Frequent opportunity for independent action or judgement.

Contacts

Contacts primarily require the ability to identify needs or requests and to provide advice, teach or train. Cooperation or the coordination of efforts with contacts is required. Contacts are both inside and outside the organization. Frequently must interact with others before a difficult or challenging situation/issue can be referred to others or conferred with others.

Mental Effort

Tasks are generally routine with frequent interruption and requires concentration for up to 1 hour when preparing reports or repair equipment.

Physical Effort.

Tasks are typically indoor with occasional pushing/pulling, and moderate lifting throughout the day.

Resources

Modifies (adds, deletes or edits information for content) information/data/files that are somewhat complex. Ensures others have information/data/files in the form they need. Develops methods or formats for storing or presenting information/data/files.

Policies and Personnel

Supervises work within a work unit of subordinates. Determines the training and education needs of these employees and is responsible for motivating them. Provides input into hiring, firing and performance evaluation but decisions may be made by someone else.

Material Resources

Work directly affects the safety, well-being or interests of a number of user groups. Actions or advice affect beyond user groups and have long-term effect on or consequences to the user groups, others associated with the user groups and the community. Situations dealt with can be of an immediate, emergency nature.

Finances

Primarily responsible for the accuracy and timelines of the formulation, preparation and expenditure of the budget for part of the organization, including profit and loss situations. May liaise with auditors and funding organizations. Responsible for the collection, expenditure, accounting and revenues of work unit. Participates in funding discussions, proposals and planning regarding the generation of revenues.

Working Conditions and Hazards

The position works 40 hours a week on varied weekday/weekend, day and evening shifts. The working environment is typically indoors working on ice surface as well as off-ice. Shifts are typically 8 hours inclusive of up to one half hour paid lunch period included. Typical conditions are such that a high risk of injury, harm or illness to the incumbent could occur. Conditions could be life threatening or potentially disabling. More stringent safety measures may be needed to prevent harm, illness or injury.